

# GENERAL SERVICES ADMINISTRATION FEDERAL ACQUISITION SERVICE

## AUTHORIZED FEDERAL SUPPLY SCHEDULE PRICE LIST

*On-line access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order are available through GSA Advantage!™, a menu-driven database system. The Internet address for GSA Advantage!™ is: [GSAAdvantage.gov](http://GSAAdvantage.gov)*

## PROFESSIONAL SERVICES SCHEDULE (PSS)

IG	SIN #	Title
00 Corp	874-1	Integrated Consulting Services
00 Corp	874-1 RC	Integrated Consulting Services (Disaster Recovery)
00 Corp	871-4	Training Services: Instructor Led Training, Web Based Training and Education Courses, Course development and Test Administration, Learning Management, Internships
00 Corp	871-4 RC	Training Services: Instructor Led Training, Web Based Training and Education Courses, Course development and Test Administration, Learning Management, Internships (Disaster Recovery)

CONTRACT NUMBER: GS-10F-0423M

CONTRACT PERIOD: 23 August 2002 through 22 August 2017

Impact Training Systems, Inc. (Small Business)  
7481 Huntsman Blvd., #700  
Springfield, VA 22153  
703-978-4735  
[www.haveimpact.com](http://www.haveimpact.com)

Point of Contact: Doug Rhodes, [d-rhodes@haveimpact.com](mailto:d-rhodes@haveimpact.com), 703-978-0850

PRICE LIST CURRENT THROUGH MOD PA-0013 9/05/2014

PRODUCTS, SERVICES AND ORDERING INFORMATION IN THIS AUTHORIZED SCHEDULE PRICE LIST ARE ALSO AVAILABLE ON THE GSA ADVANTAGE! SYSTEM. ORDERING ACTIVITIES CAN BROWSE GSA ADVANTAGE! BY ACCESSING THE INTERNET AT [HTTPS://WWW.GSAADVANTAGE.GOV](https://www.GSAADVANTAGE.GOV)

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## CUSTOMER INFORMATION

### 1a. Awarded Special Item Numbers

IG	SIN #	Title
00 Corp	874-1	Integrated Consulting Services
00 Corp	874-1 RC	Integrated Consulting Services (Disaster Recovery)
00 Corp	871-4	Training Services: Instructor Led Training, Web Based Training and Education Courses, Course development and Test Administration, Learning Management, Internships
00 Corp	871-4 RC	Training Services: Instructor Led Training, Web Based Training and Education Courses, Course development and Test Administration, Learning Management, Internships (Disaster Recovery)

### 1b. Identification of the lowest priced model number and lowest unit price for that model

1 hour Clerk 24.94

### 2. Maximum Order

- SIN 874-1, 874-1RC, 874-4 and 874-4RC: \$1,000,000

### 3. Minimum Order

The minimum dollar value of orders to be issued is \$100.

### 4. Geographic Coverage (delivery area)

The delivery area for this contract is the 48 contiguous states and the District of Columbia.

### 5. Points of Production

- Impact Training Systems, Inc.  
7481 Huntsman Blvd., #700  
Springfield, VA 22153

### 6. Statement of net price: Prices shown in our price list are "net prices." Basic discounts have been deducted.

### 7. Quantity Discounts: None offered

### 8. Prompt Payment Terms: Net 30 days.

### 9a. Government Purchase Cards—Up to Micro-Purchase Threshold

Government Commercial Purchase cards will be acceptable forms of payment for orders up to the micro purchase threshold.

### 9b. Government Purchase Cards—Above Micro-Purchase Threshold

Government Commercial Purchase cards will be acceptable forms of payment for orders that exceed the micro-purchase threshold up to \$10,000.

- 10. Foreign Items:** None
- 11a. Time of Delivery:** As specified on Task Order
- 11b. Expedited Delivery:** Contact Impact Training Systems
- 11c. Overnight and 2-Day Delivery:** Contact Impact Training Systems
- 11d. Urgent Requirements:** Contact Impact Training Systems
- 12. FOB Point(s):** Destination
- 13. Ordering Address**
- Impact Training Systems, Inc.  
7481 Huntsman Blvd., #700  
Springfield, VA 22153 703-978-0850
- 14. Payment Address**
- Impact Training Systems, Inc.  
7481 Huntsman Blvd., #700  
Springfield, VA 22153 703-978-0850
- 15. Warranty Provision**
- Impact Training Systems, Inc. warrants and implies that the items delivered hereunder are merchantable and fit for use for the particular purpose described in this contract. In addition, in the event a client is not satisfied with any Impact training materials, they may return them within 30 days (assuming they have not been altered or marked up) for a full refund of the purchase price.
- 16. Export Packing Charges –** Not applicable
- 17. Terms and Conditions—Purchase Card Acceptance above Micro-Purchase Level**
- Please refer to Item 9b.

18. **Terms and conditions—Rental, Maintenance, and Repair:** N/A
19. **Terms and Conditions—Installation:** N/A
20. **Terms and Conditions—Repair Parts:** N/A
- 20a. **Terms and Conditions—Other Services:** N/A
21. **Service and Distribution points:** N/A
22. **Participating Dealers:** N/A
23. **Preventive Maintenance:** N/A
24. **Environmental Attributes:** N/A
25. **Data Universal Number System (DUNS) number:** 03-040-6198
26. **System for Award Management (SAM):** Impact Training Systems, Inc. is registered in the SAM Database.
27. **Uncompensated Overtime:** Impact Training Systems, Inc. does not use uncompensated overtime.

## SPECIAL ITEM NUMBER 874-1 AND 874-1RC — INTEGRATED CONSULTING SERVICES

Impact Training Systems will provide expert advice, assistance, guidance or counseling in support of agencies' management, organizational and business improvement efforts. This support includes but is not limited to studies, analyses and reports documenting any proposed developmental, consultative or implementation efforts in the following areas:

- Leadership development
- Organization development
- Strategic, business and action planning
- Team building
- Customer satisfaction
- Mentoring program design and implementation
- Results-oriented management
- High performance strategies
- Organizational alignment
- Customer relations management
- Human resource strategy

The Labor Categories and associated rates that will provide this support are provided in the table below. Descriptions of these categories are provided immediately thereafter. The following charges apply to purchases of contracted professional services during normal business hours (Monday - Friday, 8:00 am - 5:00 pm, exclusive of holidays observed by the Government) and to the local service area (50 miles radius). In those instances where an ordered service cannot be supported from within a 50 mile radius, Impact Training Systems, Inc. will, upon receipt of an order for services, provide the procurement office with a not-to-exceed estimate of travel time, travel expenses and per diem costs.

Labor Category	Hourly Rate*	
Principal	\$224.44	
Senior Associate	\$194.51	
Researcher	\$94.76	
Senior Systems Engineer	\$94.76	
Administrator	\$39.90	
Clerk	\$24.94	
* <b>Hourly rates for work on-site at the client's location require a minimum charge of four hours.</b>		

## Labor Category Descriptions

<b>Labor Category Name: Principal</b>	
<b>General Skill Level:</b> Senior	<b>Typical Role:</b> Consultation and facilitation
<b>Labor Category Description:</b> Consult with clients to determine the needs of their organization. Conduct and consolidate research, information and best practices from a variety of sources including books, magazines, research studies, focus groups, annual reports, organizational literature and the Internet. Suggest potential solutions to organizational challenges including new ideas, new programs, training and action plans. Implement the strategy in accordance with an agreed upon Program Plan. Deliver customized training approaches and / or existing Impact training courses, all with expert facilitation. Support these strategies with consultation, including follow-up and continuous improvement. Create customized documents and guide books to support organizational initiatives. Minimum Education: BS /BA Minimum Experience: 10 years experience in training and development or in senior management in business	
<b>Labor Category Name: Senior Associate</b>	
<b>General Skill Level:</b> Senior	<b>Typical Role:</b> Facilitation and subject matter expertise
<b>Labor Category Description:</b> Deliver customized training approaches and / or existing Impact training courses, all with expert facilitation. Provide subject matter expertise and conduct research on a diversity of topics. Minimum Education: BS /BA Minimum Experience: 5 years in training and development or in business.	
<b>Labor Category Name: Researcher</b>	
<b>General Skill Level:</b> Senior	<b>Typical Role:</b> Research and subject matter expertise
<b>Labor Category Description:</b> Conduct research projects as assigned by Impact principals. Ability to understand the clients' objectives and work independently to deliver relevant, well -organized information for review and consolidation by Impact principals. Includes gathering information and best practices from a variety of sources including books, magazines, research studies, annual reports, organizational literature and the Internet. Minimum Education: BS /BA Minimum Experience: 5 years in research, teaching, training and development or business.	

<b>Labor Category Name:</b> Senior Systems Engineer	
<b>General Skill Level:</b> Senior	<b>Typical Role:</b> Technical support
<b>Labor Category Description:</b> Analyzes and evaluates ADP and telecommunications (software and application) systems with extensive knowledge of business systems. May provide expertise and make recommendations in such areas as: converting functional requirements to system performance requirements; system specifications, and system test and evaluation. May provide strategy, policy, and technical advice in system acquisition or related operational issues.  Minimum Education: A Bachelor's degree in Business or Management Information Systems, Engineering or an associated discipline is required for this position.  Minimum Experience: 5 years in business management or MIS systems.	
<b>Labor Category Name:</b> Administrator/Technical Writer	
<b>General Skill Level:</b> Journeyman	<b>Typical Role:</b> Non-Supervisory
<b>Labor Category Description:</b> Functional Responsibility: Prepare revisions to and rewrite existing documentation. Create new documentation from related documentation, examination of subject matter, interviews, and/or experience and/or expertise in subject area. Use word processor. Apply excellent writing skills and use of the English language. Apply PC skills and technical aptitude. Apply knowledge of different writing styles and ability to follow the appropriate style for the intended audience. Apply indexing and file management skills. Apply knowledge of writing structure (topic sentence, introduction, body, conclusion, index) and ability to produce each. Create, implement, and track to a document production plan. Support pre-production and mark-up. Understand the intended audience and identify and develop information appropriate for that audience (may or may not be technical). Follow a documented process. Learn new tools and processes quickly. Produce accurate work and maintain schedule integrity. Understand copy editing/proofreading marks. Understand archiving and retrieval of information. Estimate own work at a task level. Plan and estimate work of team by phase. Report team work progress.  Minimum Education: Minimum education requirement is a high school diploma.  Minimum Experience: Portfolio of successfully completed written assignments from an academic, government and / or business setting.	



<b>Labor Category Name: Clerk</b>	
<b>General Skill Level:</b> Journeyman	<b>Typical Role:</b> Filing, copying and data entry.
<b>Labor Category Description:</b> Functional Responsibility: Organize and file documents, make copies and assemble training guides and documents. Compile results from surveys and course and program evaluations. Minimum Education: Some high school. Minimum Experience: Ability to type a minimum of 30 words per minute. A minimum of 6 months administrative experience including filing and word processing in an academic, government and / or business setting.	

**Special Item Number 874-4 and 874-4RC: Training Services: Instructor Led Training, Web Based Training and Education Courses, Course Development and Test Administration, Learning Management, Internships.**

Impact Training Systems, Inc. will provide off-the-shelf, or customized off-the-shelf training packages to meet specific agency needs related to management, organizational and business improvement services, such as, but not limited to:

- Leadership and management development
- Team building
- Communication
- Customer satisfaction
- SES candidate development
- Individual development plans
- Mentoring programs
- Team strategy
- Customer relations management
- Training and development plans
- 360 degree feedback
- Presentation skills

**Course Descriptions**

Title of Course:	<b><i>1.Leadership in a Time of Change</i></b>	Length of Course (# of days):	<b><i>3 days</i></b>
Total Price of Course:	<b><i>\$8,678.25 (tuition)</i></b>	Minimum Number of Participants:	<b><i>15</i></b>
Price Per Participant	<b><i>\$59.50 (materials)</i></b>		
Location	<b><i>Continental United States</i></b>	Maximum Number of Participants:	<b><i>25</i></b>
Prerequisites	<b><i>None</i></b>	Class schedules	<b><i>TBD</i></b>

**Description of Course**

*One of the strongest influencing factors for an organization's success is the effectiveness of its leaders – managers and supervisors. They face unprecedented demands to enable an increasingly diverse workforce to achieve measurable results, accomplish high profile initiatives and respond to changing customer needs. Today's leaders and managers must develop and demonstrate new capabilities to be effective in demanding times.*

*Based on extensive research on effective leadership, Leadership in a Time of Change allows participants to explore and develop their leadership capabilities in five critical*

areas:

- *Building leadership credibility*
- *Establishing vision and positive direction*
- *Demonstrating interpersonal (emotional) intelligence*
- *Developing organizational savvy*
- *Taking action, getting results*

*Throughout the interactive three-day course, participants will assess their leadership skills and capabilities, explore best practices in each leadership component and apply new ideas and strategies to current situations.*

Title of Course:	<b>2. Leadership: Ideas Into Action</b>	Length of Course (# of days):	<b>2 days</b>
Total Price of Course:	<b>\$5,785.50 (tuition)</b>	Minimum Number of Participants:	<b>15</b>
Price Per Participant	<b>\$49.50 (materials)</b>		
Location	<b>Continental United States</b>	Maximum Number of Participants:	<b>25</b>
Prerequisites	<b>None</b>	Class schedules	<b>TBD</b>

### **Description of Course**

*For long term success in today's fast paced and rapidly changing environment, managers must demonstrate leadership that motivates, develops and retains organizational talent so that mission critical work gets done. Effective leadership must be demonstrated in day-to-day interactions with staff and can no longer be viewed as separate from the "substantive work." An increasingly diverse workforce also demands greater skill in managing and leading people of different ages, styles, cultures, backgrounds and values.*

*Leadership: Ideas Into Action is an interactive course that will help participants:*

- Assess their leadership skills and identify what they may want to approach differently in a

*changing world.*

- Explore best practices within government and business.
- Apply ideas and strategies to current situations.

Title of Course:	<b>3. Leadership: Ideas Into Action</b>	Length of Course (# of days):	<b>4 half day sessions</b>
Total Price of Course:	<b>\$8,379.00 (tuition)</b>	Minimum Number of Participants:	<b>15</b>
Price Per Participant	<b>\$49.50 (materials)</b>		
Location	<b>Continental United States</b>	Maximum Number of Participants:	<b>25</b>
Prerequisites	<b>None</b>	Class schedules	<b>TBD</b>

### **Description of Course**

*For long term success in today's fast paced and rapidly changing environment, managers must demonstrate leadership that motivates, develops and retains organizational talent so that mission critical work gets done. Effective leadership must be demonstrated in day-to-day interactions with staff and can no longer be viewed as separate from the "substantive work." An increasingly diverse workforce also demands greater skill in managing and leading people of different ages, styles, cultures, backgrounds and values.*

*Leadership: Ideas Into Action is an interactive course that will help participants:*

- Assess their leadership skills and identify what they may want to approach differently in a changing world.
- Explore best practices within government and business.
- Apply ideas and strategies to current situations.

Title of Course:	<b><i>4. Understand Your Leadership Style</i></b>	Length of Course (# of days):	<b><i>1 day</i></b>
Total Price of Course:	<b><i>\$2,892.75 (tuition)</i></b>	Minimum Number of Participants:	<b><i>15</i></b>
Price Per Participant	<b><i>\$29.50 (materials)</i></b>		
Location	<b><i>Continental United States</i></b>	Maximum Number of Participants:	<b><i>25</i></b>
Prerequisites	<b><i>None</i></b>	Class schedules	<b><i>TBD</i></b>
<p style="text-align: center;"><b><u>Description of Course</u></b></p> <p><i>Self -awareness is at the core of effective leadership. To effectively motivate, influence and lead others you must first know yourself – your strengths, potential limitations and their impact on others. This interactive one day course will provide participants with insights into their leadership styles as well as strategies and best practices for bringing out the best in others.</i></p>			

Title of Course:	<b>5. Foundations of Leadership</b>	Length of Course (# of days):	<b>1 day</b>
Total Price of Course:	<b>\$2,892.75 (tuition)</b>	Minimum Number of Participants:	<b>15</b>
Price Per Participant	<b>\$0 (materials)</b>		
Location	<b>Continental United States</b>	Maximum Number of Participants:	<b>25</b>
Prerequisites	<b>None</b>	Class schedules	<b>TBD</b>

### **Description of Course**

*This interactive one day course will provide participants with the opportunity to explore the critical components of effective leadership and identify strategies for strengthening their leadership capacity.*

- *Focus on leadership*
- *Explore critical leadership qualities*
- *Differentiate leadership from management*
- *Inspire vision and positive direction*
- *Build leadership credibility*
- *Demonstrate interpersonal (emotional) intelligence*
  - *Keys to motivation*
  - *Effective coaching and feedback*
- *Build organizational savvy*
- *Take action, get results*

Title of Course:	<b>6. Mentoring Best Practices</b>	Length of Course (# of days):	<b>3 days</b>
Total Price of Course:	<b>\$8,678.25 (tuition)</b>	Minimum Number of Participants:	<b>80</b>
Price Per Participant	<b>\$44.50 (materials)</b>		
Location	<b>Continental United States</b>	Maximum Number of Participants:	<b>250</b>
Prerequisites	<b>None</b>	Class schedules	<b>TBD</b>

### **Description of Course**

*Continuous learning and improvement have become essential elements for success in today's rapidly changing and often chaotic environment. Mentoring utilizes existing resources and supports a "learning organization" by providing greater opportunities for employees to share ideas, perspectives and organizational knowledge.*

*This highly interactive three-day course will help the participants establish a strong foundation for their mentoring partnership. The workshop will help mentors and mentorees:*

- *Build rapport and open communication*
- *Understand the roles and responsibilities of the mentor and mentoree*
- *Develop skills critical to their roles as mentors or mentorees*
- *Establish clear goals and objectives for their mentoring relationship*
- *Clarify timeframes and "ground rules" for a successful partnership*
- *Manage time to maximize the mentoring opportunity*

Title of Course:	<b>7. Mentoring Best Practices</b>	Length of Course (# of days):	<b>2 days</b>
Total Price of Course:	<b>\$4,887.75 (tuition)</b>	Minimum Number of Participants:	<b>15</b>
Price Per Participant	<b>\$49.50 (materials)</b>		
Location	<b>Continental United States</b>	Maximum Number of Participants:	<b>25</b>
Prerequisites	<b>None</b>	Class schedules	<b>TBD</b>
<p style="text-align: center;"><b><u>Description of Course</u></b></p> <p><i>Continuous learning and improvement have become essential elements for success in today's rapidly changing and often chaotic environment. Mentoring utilizes existing resources and supports a "learning organization" by providing greater opportunities for employees to share ideas, perspectives and organizational knowledge.</i></p> <p><i>This highly interactive two-day course will help the participants establish a strong foundation for their mentoring partnership. The workshop will help mentors and mentorees:</i></p> <ul style="list-style-type: none"> <li>■ <i>Build rapport and open communication</i></li> <li>■ <i>Understand the roles and responsibilities of the mentor and mentoree</i></li> <li>■ <i>Establish clear goals and objectives for their mentoring relationship</i></li> <li>■ <i>Clarify timeframes and "ground rules" for a successful partnership</i></li> </ul>			



Title of Course:	<b>8. Mentoring: The Winning Combination</b>	Length of Course (# of days):	<b>1 day</b>
Total Price of Course:	<b>\$2,443.88 (tuition)</b>	Minimum Number of Participants:	<b>15</b>
Price Per Participant	<b>\$29.50 (materials)</b>		
Location	<b>Continental United States</b>	Maximum Number of Participants:	<b>25</b>
Prerequisites	<b>None</b>	Class schedules	<b>TBD</b>
<p style="text-align: center;"><b><u>Description of Course</u></b></p> <p><i>Continuous learning and improvement have become essential elements for success in today's rapidly changing and often chaotic environment. Mentoring utilizes existing resources and supports a "learning organization" by providing greater opportunities for employees to share ideas, perspectives and organizational knowledge.</i></p> <p><i>This highly interactive one-day course will help the participants establish a foundation for their mentoring partnership. The workshop will help mentors and mentorees:</i></p> <ul style="list-style-type: none"> <li>■ <i>Build rapport and open communication</i></li> <li>■ <i>Understand the roles and responsibilities of the mentor and mentoree</i></li> <li>■ <i>Establish clear goals and objectives for their mentoring relationship</i></li> <li>■ <i>Clarify timeframes and "ground rules" for a successful partnership</i></li> </ul>			

Title of Course:	<b><i>9. Best Practices for Mentors</i></b>	Length of Course (# of days):	<b><i>1 day</i></b>
Total Price of Course:	<b><i>\$2,443.88 (tuition)</i></b>	Minimum Number of Participants:	<b><i>15</i></b>
Price Per Participant	<b><i>\$0 (materials)</i></b>		
Location	<b><i>Continental United States</i></b>	Maximum Number of Participants:	<b><i>25</i></b>
Prerequisites	<b><i>None</i></b>	Class schedules	<b><i>TBD</i></b>
<p style="text-align: center;"><b><u>Description of Course</u></b></p> <p><i>This interactive workshop will provide participants with the opportunity to develop the skills, knowledge and tools to successfully mentor others.</i></p> <p><i>Course Components</i></p> <ul style="list-style-type: none"> <li>■ <i>The types and benefits of mentoring</i></li> <li>■ <i>The critical success factors for successful mentoring partnerships</i></li> <li>■ <i>How to build open communication for successful mentoring</i></li> <li>■ <i>The roles and characteristics of effective mentors</i></li> <li>■ <i>Key skills for mentors</i></li> <li>■ <i>How to create an effective mentoring plan</i></li> <li>■ <i>How to keep mentoring partnerships on track</i></li> </ul>			

Title of Course:	<b><i>11. Team Strategy and Communication</i></b>	Length of Course (# of days):	<b><i>3 days</i></b>
Total Price of Course:	<b><i>\$7,331.63 (tuition)</i></b>	Minimum Number of Participants:	<b><i>10</i></b>
Price Per Participant	<b><i>\$44.50 (materials)</i></b>		
Location	<b><i>Continental United States</i></b>	Maximum Number of Participants:	<b><i>35</i></b>
Prerequisites	<b><i>None</i></b>	Class schedules	<b><i>TBD</i></b>

### **Description of Course**

*How do organizations create a sustainable, competitive advantage in today's intense and rapidly changing environment? While cutting edge products, processes and IT are all necessary to remain competitive, the extra edge for an organization comes from a critical resource that cannot be copied: its people and the knowledge they carry. Long term success is dependent on the organization's ability to build communication and teamwork to maximize every individual's contribution, share knowledge and build responsiveness.*

*This interactive workshop will help individuals and teams to explore and identify:*

- *Effective teamwork in a fast paced world*
- *Individual communication styles of self and team members*
- *How to best interact with one another to capitalize on strengths and work together as a cohesive team*
- *Critical outcomes and success factors for the group*
- *Strategies and action steps for achieving the defined outcomes*

Title of Course:	<b><i>12. Team Strategy and Communication</i></b>	Length of Course (# of days):	<b><i>2 days</i></b>
Total Price of Course:	<b><i>\$4,887.75 (tuition)</i></b>	Minimum Number of Participants:	<b><i>10</i></b>
Price Per Participant	<b><i>\$39.50 (materials)</i></b>		
Location	<b><i>Continental United States</i></b>	Maximum Number of Participants:	<b><i>35</i></b>
Prerequisites	<b><i>None</i></b>	Class schedules	<b><i>TBD</i></b>

### **Description of Course**

*How do organizations create a sustainable, competitive advantage in today's intense and rapidly changing environment? While cutting edge products, processes and IT are all necessary to remain competitive, the extra edge for an organization comes from a critical resource that cannot be copied: its people and the knowledge they carry. Long term success is dependent on the organization's ability to build communication and teamwork to maximize every individual's contribution, share knowledge and build responsiveness.*

*This interactive workshop will help individuals and teams to explore and identify:*

- *Effective teamwork in a fast paced world*
- *Individual communication styles of self and team members*
- *How to best interact with one another to capitalize on strengths and work together as a cohesive team*
- *Critical outcomes and success factors for the group*
- *Strategies and action steps for achieving the defined outcomes*

Title of Course:	<b><i>13. Team Strategy and Communication</i></b>	Length of Course (# of days):	<b><i>1 day</i></b>
Total Price of Course:	<b><i>\$2,443.88 (tuition)</i></b>	Minimum Number of Participants:	<b><i>10</i></b>
Price Per Participant	<b><i>\$34.50 (materials)</i></b>		
Location	<b><i>Continental United States</i></b>	Maximum Number of Participants:	<b><i>35</i></b>
Prerequisites	<b><i>None</i></b>	Class schedules	<b><i>TBD</i></b>

### **Description of Course**

*How do organizations create a sustainable, competitive advantage in today's intense and rapidly changing environment? While cutting edge products, processes and IT are all necessary to remain competitive, the extra edge for an organization comes from a critical resource that cannot be copied: its people and the knowledge they carry. Long term success is dependent on the organization's ability to build communication and teamwork to maximize every individual's contribution, share knowledge and build responsiveness.*

*This interactive workshop will help individuals and teams to explore and identify:*

- *Effective teamwork in a fast paced world*
- *Individual communication styles of self and team members*
- *How to best interact with one another to capitalize on strengths and work together as a cohesive team*
- *Critical outcomes and success factors for the group*
- *Strategies and action steps for achieving the defined outcomes*

Title of Course:	<b><i>14. Successful Communication</i></b>	Length of Course (# of days):	<b><i>1 day</i></b>
Total Price of Course:	<b><i>\$2,244.38 (tuition)</i></b>	Minimum Number of Participants:	<b><i>10</i></b>
Price Per Participant	<b><i>\$29.50 (materials)</i></b>		
Location	<b><i>Continental United States</i></b>	Maximum Number of Participants:	<b><i>35</i></b>
Prerequisites	<b><i>None</i></b>	Class schedules	<b><i>TBD</i></b>
<p style="text-align: center;"><b><u>Description of Course</u></b></p> <p><i>In today's diverse, intense and rapidly changing environment, the ability to build strong workplace relationships is more important than ever. This workshop will help participants build more successful communication skills and strategies. Fast paced and interactive, the session will provide participants with an understanding of DISC behavioral styles with an emphasis on enhancing communication with others.</i></p> <p><i>Course Components</i></p> <ul style="list-style-type: none"> <li>■ <i>Effective communication in a fast paced world</i></li> <li>■ <i>Overview of DISC</i></li> <li>■ <i>Understand your communication styles: Strengths and limitations</i></li> <li>■ <i>DISC behavioral style exercise</i></li> <li>■ <i>Learn to recognize differences in the communication and work styles of others</i></li> <li>■ <i>Develop strategies for successful communication with others</i></li> <li>■ <i>Utilize strengths to build teamwork, communication and collaboration</i></li> <li>■ <i>Reduce conflict and mistakes due to ineffective communication</i></li> </ul>			

Title of Course:	<b><i>15. Successful Communication</i></b>	Length of Course (# of days):	<b><i>½ day</i></b>
Total Price of Course:	<b><i>\$1,795.50 (tuition)</i></b>	Minimum Number of Participants:	<b><i>10</i></b>
Price Per Participant	<b><i>\$29.50 (materials)</i></b>		
Location	<b><i>Continental United States</i></b>	Maximum Number of Participants:	<b><i>35</i></b>
Prerequisites	<b><i>None</i></b>	Class schedules	<b><i>TBD</i></b>
<p style="text-align: center;"><b><u>Description of Course</u></b></p> <p><i>In today's diverse, intense and rapidly changing environment, the ability to build strong workplace relationships is more important than ever. This workshop will help participants build more successful communication skills and strategies. Fast paced and interactive, the session will provide participants with an understanding of DISC behavioral styles with an emphasis on enhancing communication with others.</i></p> <p><i>Course Components</i></p> <ul style="list-style-type: none"> <li>■ <i>Effective communication in a fast paced world</i></li> <li>■ <i>Overview of DISC</i></li> <li>■ <i>Understand your communication styles: Strengths and limitations</i></li> <li>■ <i>DISC behavioral style exercise</i></li> <li>■ <i>Develop strategies for successful communication with others</i></li> </ul>			

### **SCA Analysis and Matrix**

<b>SCA Labor Category</b>	<b>SCA Equivalent Code Title</b>	<b>Wage Determination Number</b>
Administrator/Technical Writer	Technical Writer I (30461)	2005-2103
Clerk	General Clerk I (01111)	2005-2103

"The Service Contract Act (SCA) is applicable to this contract and it includes SCA applicable labor categories. The prices for the indicated (\*\*) SCA labor categories are based on the U.S. Department of Labor Wage Determination Number identified in the SCA matrix. The prices awarded are in line with the geographic scope of the contract (i.e. nationwide).